

Lesson 1 — Orientation & Baseline

Session 1 of 8 | Duration: 60 min | Artifact: Unassisted 5-min recording + L1 score

Purpose

Collect each learner's current, unassisted ransomware readiness briefing as the baseline score for the course.

Phases

Time	Phase	Trainer does
0:00–0:10	Welcome & task framing	Introduce the course; state the one task that will be trained for 8 sessions. Show the five beats on screen but don't teach them.
0:10–0:20	Customer brief	Hand out the customer profile (below). 10 min for silent reading. No questions on language.
0:20–0:55	Baseline briefings	Each learner records a 5-min readiness briefing, one at a time. Others stay on camera as the customer panel. No interruptions, no help.
0:55–1:00	Close	Thank learners. State that Lesson 2 introduces the structure. Save recordings for scoring.

Scripted teacher language

"For the next 8 sessions you'll train one task: a 5-minute ransomware readiness briefing to a customer's IT leadership. Today I just want to see how you do it now."

"You have 10 minutes to read the customer profile. Then each of you will brief the customer's leadership in 5 minutes. I won't help with language or structure today — that starts next session."

"Stay on camera during each other's briefings. You're the customer panel. Don't interrupt, don't ask questions."

Customer profile — shared by all learners

Customer: MeridianHealth — 8-hospital regional network, US Midwest

Summary: MeridianHealth runs 8 hospitals and 30+ outpatient clinics. Roughly 12,000 employees. The IT estate is mixed: about 60% on-premises VMware (clinical systems, Epic-adjacent integrations, imaging), 40% in Azure (corporate workloads, M365). Backup is currently a legacy on-prem product, with daily backups to a single backup repository in the primary datacenter. There is no immutable copy. There is no air-gapped or offsite copy validated within the last 12 months. Last DR test was 14 months ago and covered only the corporate file shares.

Trigger for this engagement: a peer health system in the same state was hit by ransomware four weeks ago and is still operating partially on paper. The CIO has asked for a readiness briefing. Two clinical leaders may be on the call as well as the CISO and Head of Infrastructure.

The briefing: Deliver a 5-minute ransomware readiness briefing to MeridianHealth's IT leadership. Take a clear stance — readiness rating, single largest gap, and a specific recommendation.

After the session

Score each learner's recording using the scorecard. Save the L1 score to the learner's portfolio folder. Do not share scores with learners until L8.

Artifact

5-min recording per learner + L1 score sheet (5 criteria, /10). Save as Veeam_[Region]_[LearnerID]_RansomwareBriefing_L1_YYYY-MM-DD.